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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants:

Ronald A. KATZ

Serial No. 09/364,731

Filed: July 20, 1999

For: TELEPHONIC-INTERFACE
STATISTICAL ANALYSIS SYSTEM

) Group Art Unit: 2643

) Examiner: Woo, Stella

) Final office action mailed:

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Technology Center 2600

Commissioner for Patents
Washington, D.C. 20231

Sir:

Prior to examination of this application, please amend the application as shown herein.

IN THE SPECIFICATION

Please amend the Specification as follows. Mark-ups of the amended specification illustrating the changes thereto appear at the end of this paper.

On page 10, last paragraph, to page 11, line 6 should read as follows:

1) Either during the data accumulation phase, or after the processing phase to isolate a subset, a distinct operation may involve actuating the interface terminal IT for direct local communication between the caller and an operator at the terminal IT. Another distinct operation

CERTIFICATE OF MAILING UNDER 37 CFR 1.8

I hereby certify that this document (along with any referred to as being attached or enclosed) is being deposited with the United States Postal Service on the date shown below with sufficient postage as First Class mail in an envelope addressed to the Assistant Commissioner for Patents, Washington, D.C., 20231.

Date

12/18/02

Laura Harmon

Laura Harmon